



100% Money Back Guarantee



If you're not satisfied, we're not satisfied. We offer a one-year 100% money-back guarantee. Here are the details.

Guarantee and Warranty for Large Units

Limited One-year Guarantee:

Hydroflow offers a manufacturer-backed, one-year "Fit for Purpose Guarantee." If, within the first 12 months of operation, after correct installation, there has been no measurable improvement in the application for which the Product was installed, *HydroFLOW* will refund 100% of the purchase price.

Three-Year Limited Warranty:

HydroFLOW offers a manufacturer-backed, three-year limited warranty against failure or defects in the Product or its component parts.

If the Product or any part fails during the first three years of operation (e.g. the red light stops glowing), and the failure is not caused by improper installation, physical damage to the Product caused by the customer or installer, misuse, act of God, terrorism or sabotage, *HydroFLOW* will repair or replace the Product free of charge.

Extended warranty options may be available through your dealer.

HydroFLOW accepts no responsibility for water leaks or damage caused by the removal of limescale. This three-year limited warranty is not valid without a surge protection device of adequate quality to protect components.

Full One-Year Warranty for Small Units

What is Covered

This warranty covers any defects in materials or workmanship, with exceptions stated below.

Length of Coverage

This warranty runs one (1) year from the date of purchase.

CE, CSA, Ex II 2 G, EEx mb II T6



IP65 IP66 IP68



What is Not Covered

This warranty does not cover damage to the unit due to a surge or disruption in power, however caused, or damage due to abuse, or misuse, or an Act of God (i.e. a flood).

What *HydroFLOW* Will Do

HydroFLOW will repair any unit that proves to be defective in materials or workmanship. In the event repair is not possible, *HydroFLOW* or its Representative will either replace your unit with a new unit of the same model, or refund the full purchase price to you, whichever you prefer.

How to Get Service

If something goes wrong with your *HydroFLOW* unit, send it with proof of purchase, together with a brief written description of the problem to the *HydroFLOW* Representative that you purchased the product from. The *HydroFLOW* Representative will inspect your unit and contact you within 10 business days to let you know whether the unit might be repaired or replaced under warranty and how long the repair or replacement might take.

Warranty Activation and Returns

Activation of the Warranty

In order to activate the warranty on large units, the Warranty Registration Form and a copy of your proof of purchase must be mailed to your local *HydroFLOW* Representative within 30 days of purchase.

Product Returns

In the event that your *HydroFLOW* product does not meet our guarantee or warranty, please contact the dealer or distributor from whom the product was purchased to coordinate repair or replacement.

